



Undergraduate Student Advising and Recruitment Annual Report - Calendar Year 2009

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The summary that follows is intended to provide a broad overview of the activities and accomplishments of the Advising Center during a full calendar year of operation. It is hoped that this information will affirm the value of the Advising Center to the College of Science's overall recruitment and retention goals, and will inform future decisions regarding Advising Center staffing and commitments.

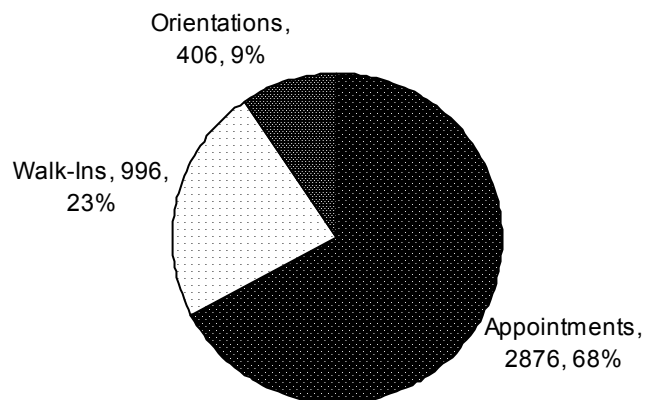
2009 Highlights

- In February of 2009, the Advising Center implemented Appointment Plus® **on-line scheduling software**. The software allows students' direct access to advisor calendars and allows them to make, cancel, or change an appointment on-line. The software also allows the Center to export student traffic data for reporting purposes, and sends automatic email confirmations and reminders to students.
- As part of a university-wide initiative, the Advising Center began the **electronic processing of requests to declare or change majors**. By contacting the Center, students can request that the change be initiated in PeopleSoft without having to route a form to various offices across campus.
- During the 2009 calendar year, the Advising Center experimented with multiple variations of **walk-in service**. Previously, services were provided by appointment only (unless during the designated and universal Triage Walk-In periods at the start of each of the fall and spring semesters). In early 2009, short blocks of walk-in time were offered by each advisor. For fall 2009, **walk-in services were expanded and each advisor now offers a full morning and full afternoon of walk-in availability** each week (similar to office hours) which has been heavily advertised to students via bulletin boards, on-line, etc. and has seen consistent student usage throughout the semester.
- In summer 2009, the Advising Center began scheduling **half-hour appointments rather than full-hour appointments** to accommodate the growing College of Science population without additional staffing resources. Half-hour appointment lengths accommodate a larger volume of students during peak advising times (such as registration periods).
- To provide more efficient service for students wanting to petition the College of Science Academic Standards Committee, in fall 2009 the Advising Center implemented **on-line College of Science petitions** which are available for student download and printing and no longer require an appointment with an advisor. While advisor assistance in completing the petition paperwork is available to students, students no longer need to wait for advisor availability in order to begin the paperwork and are able to meet petition submission deadlines more easily.
- As part of a university-wide initiative, the Advising Center began participating in the **Early Alert** program in fall 2009, which allows instructors to alert advisors to student academic issues through CampusNet. The Advising Center received a total of 176 alerts and responded accordingly.

Student Traffic: Overview

During the 2009 calendar year, the College of Science Advising Center accumulated **4278** total scheduled appointments and walk-in contacts. This includes scheduled one-on-one appointments (see Appointment details below), one-on-one appointments as part of the formal new student orientation programs (see Orientation details below), and walk-in services provided (see Walk-In details below).

Note of Interest: Approximately 8% of all student traffic (not including orientation appointments) is “Pre-Advising”, meaning that contact is made with the Advising Center prior to students’ formal application and/or admission to Cleveland State.

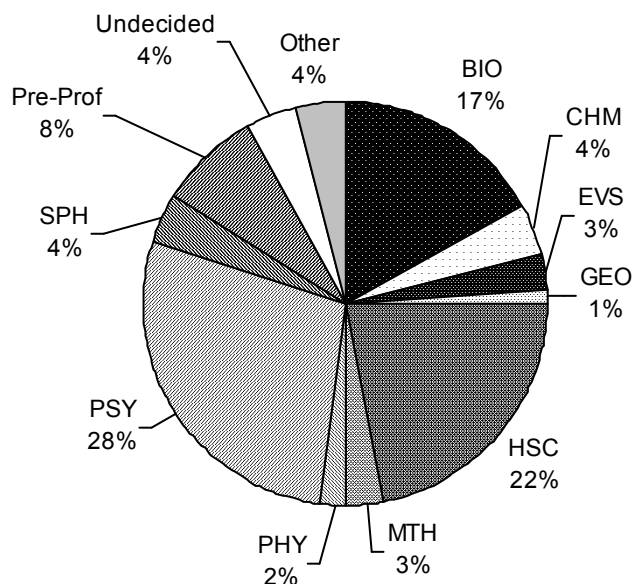


Student Traffic: Appointment Details

During the 2009 calendar year, a total of **2876** appointments were scheduled.

Note of Interest: There is a “No Show” rate of approximately 11% of all scheduled appointments.

Students self-report their majors when the appointment is made. The chart on the right represents appointments made February through December 2009.

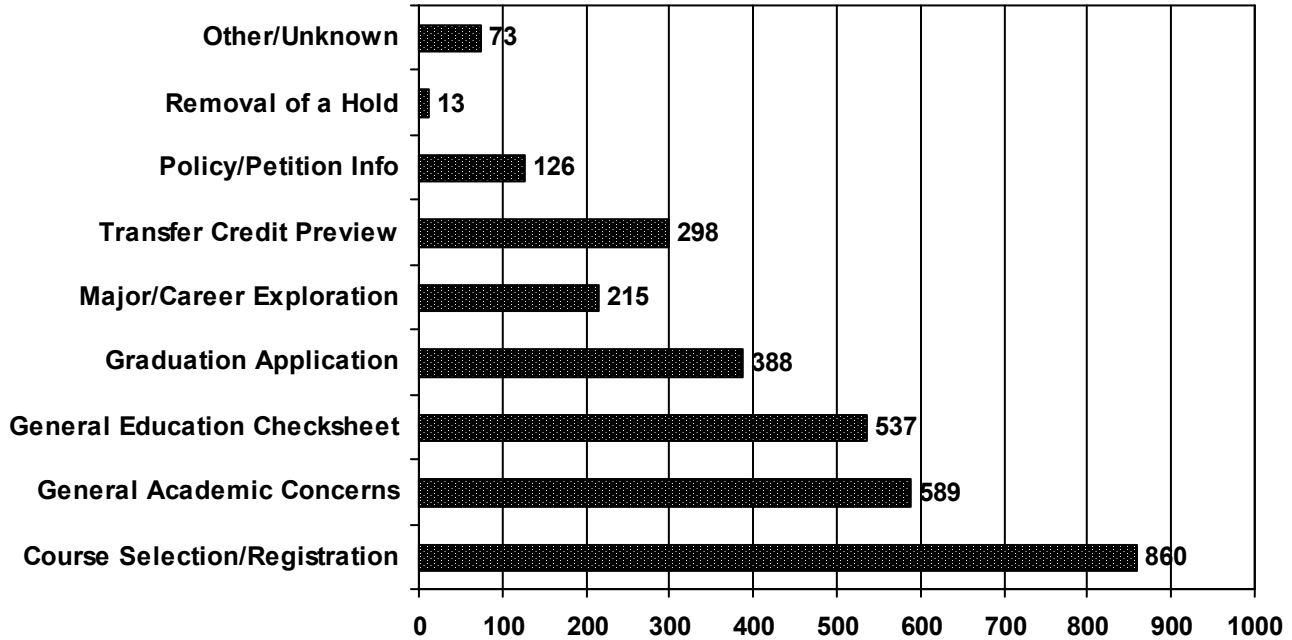


Students also self-report the topic(s) to be discussed with their advisor. Students select from a pre-determined list of topics, which is listed below.

- **Course Selection/Registration** “I am ready to schedule for an upcoming semester, but have questions about which courses to select and/or how to use the CampusNet system.”
- **General Academic Concerns** “I am concerned about my performance in one or more of my courses.”
- **General Education Checksheet** “I would like to determine which of my General Education requirements have been completed, and would like assistance in determining how to best meet the remaining requirements.”
- **Graduation Application** “I am entering my final year of study, and need to begin the graduation application paperwork.”
- **Major/Career Exploration** “I would like to speak with an advisor to clarify my choice of major and/or the career options related to my field.”

- **Petition/Policy Information** “I need information about one (or more) of the following topics: taking courses outside of Cleveland State, substituting coursework toward a degree requirement, extending a grade of Incomplete, requesting a late add or late withdrawal from a course, waiving a degree requirement, requesting readmission following a dismissal.”
- **Removal of a Hold** “I need assistance in removing an Advising Hold (Probation, Midterm Grades, etc.) from my CampusNet account.”
- **Transfer Credit Preview (Unofficial)** “I am considering attending Cleveland State and would like preliminary information regarding my transfer of credits.”

The chart below represents the frequency of each advising topic (for appointments made February through December 2009).

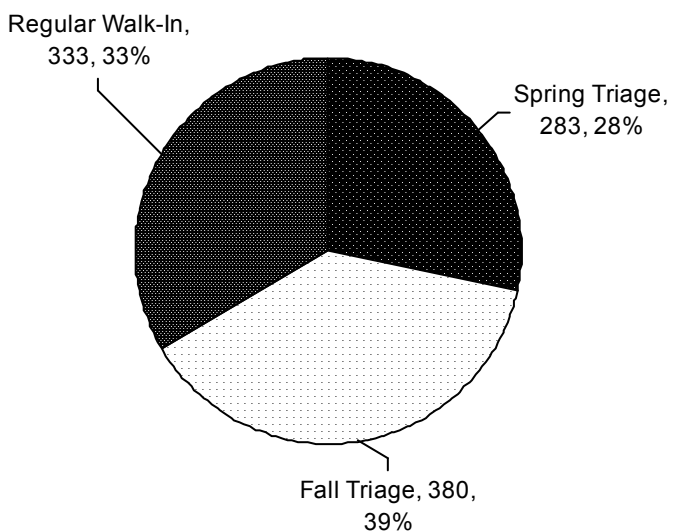


Student Traffic: Walk-In Details

During the 2009 calendar year, the Advising Center provided service to **996** students on a walk-in basis. There are two forms of walk-ins: Triage Walk-Ins and Regular Walk-Ins.

Triage walk-in service occurs at the beginning of the spring and fall semesters. During this time, all advising centers across campus operate on a first-come, first-serve basis in order to accommodate the increased student traffic. For the spring semester, Triage walk-ins took place January 12th-23rd. For the fall semester, Triage walk-ins took place August 10th-28th.

Regular walk-in service is available throughout the year and is similar to office hours, with each advisor offering several hours of availability each week.



Student Traffic: Orientation Details

During the 2009 calendar year, **406** student appointments were scheduled as part of the new student orientation program. New student orientation is mandatory for all incoming Freshmen, and is optional for incoming Transfer students. As part of the orientation program, students are provided half-hour appointments with an advisor in their academic area of interest. For 2009, programs for spring semester entry ran November through January, and programs for summer and fall semester entry ran March through August. The College of Science Advising Center provided advising during **21 Freshmen programs** and **15 Transfer programs**.

Note of Interest: Approximately 18% of all students participating in orientation programs are College of Science students. Given the current size of the advising staff, the assistance of other advising centers (such as Exploratory Advising) is often required so that all College of Science students can be accommodated.

Event Participation

In addition to orientation, the College of Science Advising Center also participated in recruitment activities coordinated through the Office of Admissions. This includes large-scale events such as Junior Day, Senior Day, Fall Visit Day, and visits to each community college (including each Cuyahoga Community College campus) once each fall and spring semester. The Advising Center also supports the Office of Admission's Green and White program (new for Fall 2009), which offers prospective students the opportunity to schedule individual visits to the campus, including meeting with an advisor.

The Advising Center also has continued to support the recruitment and advising functions related to our current partnership programs. Regular recruiting and/or advising visits are made to the Cuyahoga Community College campuses in support of the BSHS 2+2 articulation agreement, to the Northeastern Ohio Universities College of Pharmacy in support of the Doctor of Pharmacy consortium, and to Lorain County Community College in support of the Psychology partnership.

Student Outreach

In addition to providing services via appointments and walk-in services and participating in recruiting and advising events, the College of Science Advising Center also conducts regular student outreach throughout the year. This includes outreach to students:

- Currently on Academic Probation (during the fall and spring semesters)
- With poor midterm grade reports (during the fall and spring semesters)
- Currently listed as Science Undecided majors (during the spring semester)
- In good standing after spring semester, but as yet unregistered for fall semester (at mid summer)
- For whom Early Alerts are received (new initiative for fall 2009)

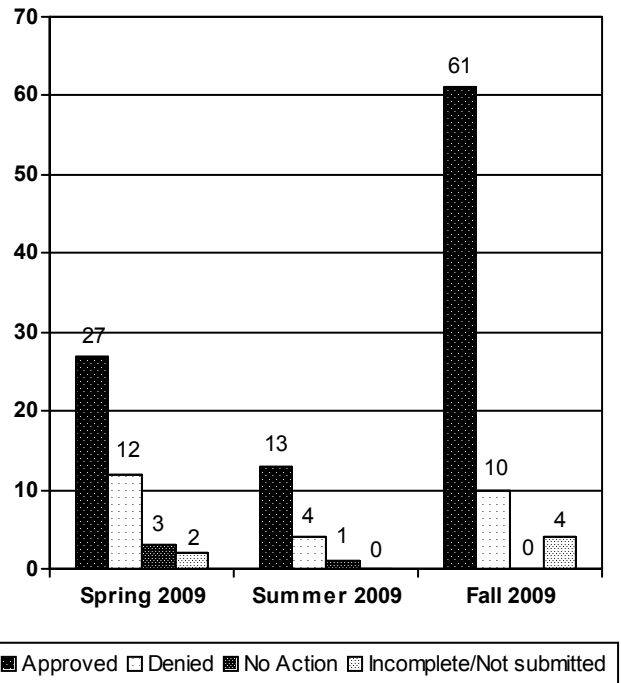
Communication with students is also enhanced through the production of the *Scientia* newsletter (each fall and spring) and the postcard which advertises summer courses offered by the College of Science (also delivered to those students who attend other Ohio institutions but live in the greater Cleveland region).

Academic Standards Committee and College of Science Petition Activity

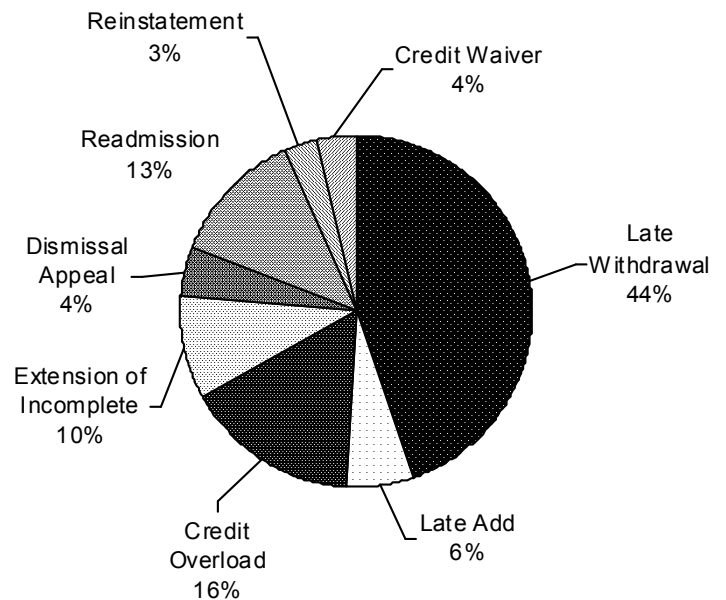
The College of Science Advising Center Administratively coordinates the activities of the College of Science Academic Standards Committee. During the 2009 calendar year, the committee met to review a total of **131** student petitions.

The chart on the right represents the petitions reviewed by the committee according to semester and committee decision. The chart below indicates the types of petition reviewed.

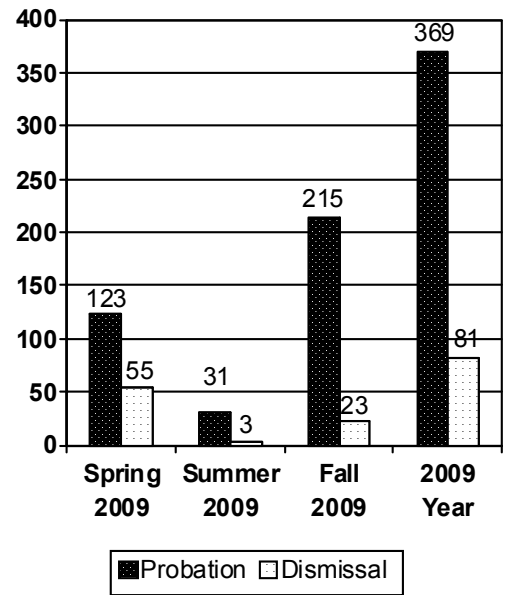
Note of Interest: in Fall 2009, College of Science petitions became available to students on-line and no longer required a meeting with an advisor.



- **Credit Overload** to register for more than 18 credit hours in any given semester
- **Credit Waiver** to graduate with fewer than 128 total credit hours
- **Dismissal Appeal** to contest an academic dismissal
- **Extension of an Incomplete** to extend the deadline for the completion of course work
- **Late Add** to add a course once the official registration period in CampusNet has expired and the enrollment form with instructor signature is no longer valid
- **Late Withdrawal** to withdraw from a course once the official drop/withdraw period in CampusNet has expired
- **Readmission** to return to study in the College of Science following an academic dismissal
- **Reinstatement** to have courses previously dropped due to nonpayment restored to academic transcripts



The College of Science Academic Standards Committee also reviews the academic records of those students who are subject to probation or dismissal at the conclusion of each semester and makes determinations regarding the students' academic standing. The chart on the right represents the academic standing decisions made by semester.



Dean's List Recognition

The College of Science Advising Center also coordinates the awarding of certificates each semester to those students who earn Dean's List honors. The chart to the right indicates the number of Dean's List recipients per semester.

